

Request Monthly Parking

Owner: Finance – Parking & Municipal
Violations – Director, Parking
Version 1
Last updated: October, 2015

Introduction

Convenient parking in downtown Rochester is available in the City of Rochester's parking garages. Monthly parking is an option for those who are downtown on a regular basis, and the City of Rochester is now utilizing an online registration site, referenced as the Customer Portal, to request these services. Using this site, customers will register for a monthly parking account, also known as a Frequent Parker Account. The site will be used to access and modify all account and billing information.

This document describes how to navigate the Customer Portal, including modifying account, billing and payment information, setting a spot reminder, and viewing monthly billing information.

For more information visit the [City of Rochester website](#) or contact the Bureau of Parking using the contact information below.

Phone: 585-428-6925

Email: garageparking@cityofrochester.gov

This document contains the following sections:

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Browsers Supported For Accessing the Customer Portal

1. Due to changes in security requirements, the Customer Portal will no longer be able to support weaker security protocols found in older web browsers. As a result, parkers will receive a “Cannot Display Webpage” message when trying to access the site from unsupported browsers.



Internet Explorer cannot display the webpage

What you can try:

[Diagnose Connection Problems](#)

[More information](#)

2. The following browser versions are supported and will provide system access as these browsers meet the updated requirements.
 - Internet Explorer 11, Recommended 11 and onward (including Microsoft Edge)
 - Chrome 30, Recommended 43
 - Firefox 27, Recommended 38
 - Safari 7 (Requires OSX 10.9 Mavericks), Recommended 8 (Requires OSX 10.10 Yosemite)
 - Safari (Mobile) iOS 5, Recommended iOS 8 — Supported devices include the Apple TV (2nd generation and up), any iPad, iPhone 3GS and up, and iPod Touch (3rd generation and up).
 - Android OS Browser 5.0, Recommended 5.1
 - Opera 17, Recommended 29
3. To see if your browser will be affected, you can follow the link [here](#) and use the ‘Protocol Support’ test results to see if your browser will support the stronger security protocols or if you will need to upgrade or replace your browser.
 - a. If your browser will support the stronger security protocols, the following screen will display

Protocol Support

Your user agent has good protocol support.

Your user agent supports TLS 1.2, which is the best available protocol version at the moment.

- b. If your browser will not support the stronger security protocols, the following screen will display

Protocol Support

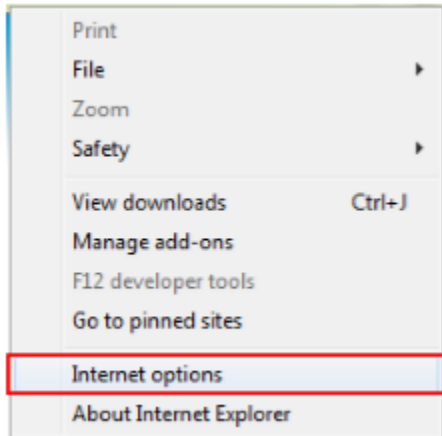
Your user agent doesn't support TLS 1.2. You should upgrade.

The protocols supported by your user agent are old and have known vulnerabilities. You should upgrade as soon as possible. The latest versions of Chrome, Firefox, and IE are all good choices. If you can't upgrade IE to version 11, we recommend that you try Chrome or Firefox on your platform.

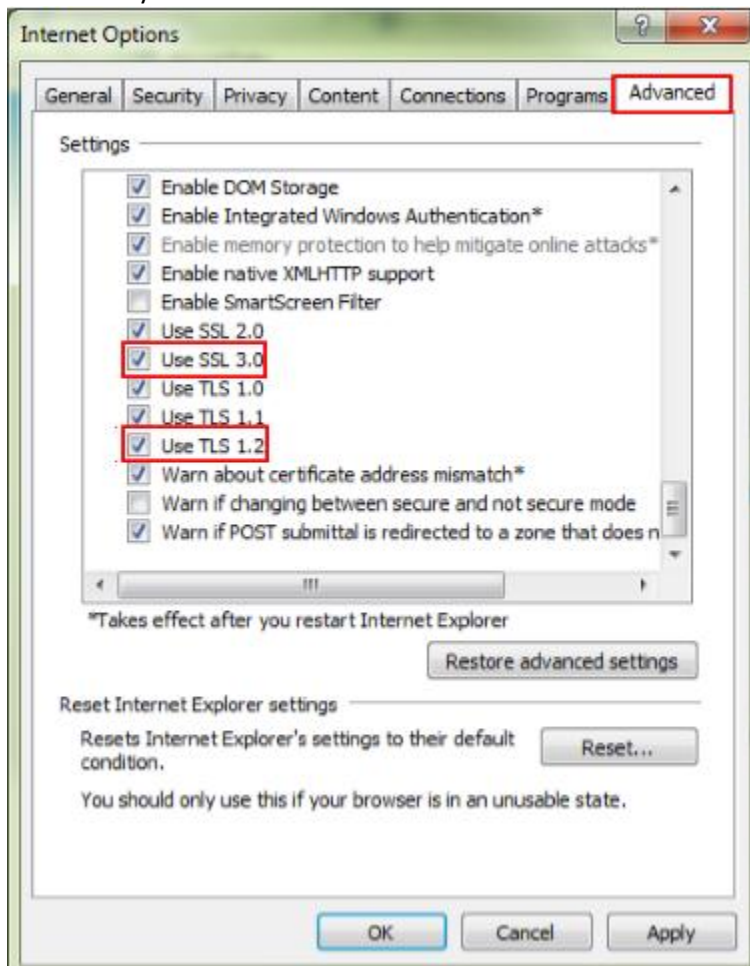
4. For users wanting to continue use of an older version of Internet Explorer, select Tools,



5. Select Internet Options.



6. Select Advanced, and check to be sure the SSL 3.0 and TLS 1.2 protocols are enabled under the Security section.



Available Pages on the Customer Portal

The following pages are available for viewing on the Customer Portal

The Home Page:

1. The Welcome Page of the Customer Portal is used to access Monthly Rate information and Hours of Operation Information for a specific parking garage.

City of Rochester, NY
Lovely A. Warren, Mayor
Rochester City Council

Shopping Cart (0) Register Log On

Home About Contact Terms

Home Page

Account

Welcome to Mortimer Garage's Frequent Parker portal. To view the mobile version of this application, click the link at the bottom of the page.

Using this portal you can,

- Manage your personal information.
- Manage your group information.
- View and pay for your transactions, including your current parking.
- View and pay for your monthly invoice, if applicable.
- Enter or exit the facility using your mobile device.

The Mortimer Garage Parking Garage is located at 83 Mortimer Street.

Individual Monthly Parking Rates:
Regular Monthly: \$54.00

Hours Of Operation:
Monday through Sunday 7:00 a.m. - 10:00 p.m.

Register Manage Your Account

2. This is where parkers will be able to Register for a New Monthly Account, or Log On/Manage Your Account to an existing Monthly Account.

City of Rochester, NY
Lovely A. Warren, Mayor
Rochester City Council

Shopping Cart (0) Register Log On

Home About Contact Terms

Home Page

Account

Welcome to Mortimer Garage's Frequent Parker portal. To view the mobile version of this application, click the link at the bottom of the page.

Using this portal you can,

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Individual Monthly Parking Rates:
Regular Monthly: \$54.00

Hours Of Operation:
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Register Manage Your Account

The About Page:

1. The About Page of the Customer Portal is used to provide parkers with a quick snippet about City of Rochester Parking Garages, and gives parkers a link to view a map of all garages in the area.

The Contact Page:

1. The About Page of the Customer Portal is used to display contact information for the Bureau of Parking and the address to the specified garage.

The Terms Page:

1. The Terms Page of the Customer Portal is used to define the Monthly Permit Parking Agreement made between the City of Rochester and the parking customer. **Please read and agree to these terms prior to registering an account.**
2. The Monthly Parking Agreement listed on the page is as follows:
 - a. Payment is due by the 1st of the month. Any outstanding accounts on the FIRST day of the month will be locked out until payment is made. The Bureau of Parking reserves the right to suspend or cancel the monthly agreement at any time if customer is in breach of terms and conditions herein. The Bureau of Parking also reserves the right to charge the daily rate for breach of terms.
 - b. Forms of payment currently accepted: Online payments both recurring (preferred) and one-time can be made by logging into your MyParkingSoft Customer Portal or IN-STATE CHECK or MONEY ORDER (no cash accepted). Check or Money Order payments require additional processing time. Please be sure check payments are received in advance of your due date to allow for processing and payment posting. Payments not posted before the 1st of the month will result in gate pass to be denied at garage entrance and you will have to pay the hourly/daily rate should this occur. Parking reserves the right to decline acceptance of a check if two or more returned checks have been received from any customer. To insure proper credit of payment, please notify this office of any changes of address, phone number, etc., as soon as possible. Please make all checks payable to the City of Rochester Bureau of Parking.
 - c. If your monthly tag is lost or stolen, a new monthly tag will be issued for an additional charge at the current rate. The monthly tag must be used to enter and exit the garage, and only in that order. If the monthly tag is used improperly, your account will be flagged. Your monthly tag may be revoked for improper use at the City's discretion. Monthly tags are non-transferable.
 - d. Cancellation of your monthly parking agreement must be submitted in writing, by mail, e-mail, or fax, and sent to the Bureau of Parking at least ten (10) business days prior to effective calendar month or you will be responsible for all applicable payments. You can e-mail your deactivation request to garageparking@cityofrochester.gov.
 - e. Monthly Parking Permits are issued on a calendar month basis. NO REFUNDS, IN WHOLE OR IN PART, SHALL BE ISSUED AT ANY TIME. Parking rates may be subject to change, and such change shall be posted in full view at the location 30 days prior. The Bureau of Parking is not obligated to individually notify customers of rate changes.
 - f. Parking is permitted only in those spaces that are not designated as reserved unless you have paid for a reserved space. If you park in a reserved space not your own, you may be issued a parking ticket. Repeated occurrences may result in loss of monthly parking privileges.
 - g. Transfer of a monthly tag to another vehicle is permitted. However, transfer of a monthly tag to another person is prohibited. Violation of this policy may result in loss of monthly parking privileges.
 - h. Monthly tags are only valid for the location for which they are designated. If a tag is used to admit more than one vehicle at a time to the parking facility, or if any misuse is determined, that tag may be deemed invalid.
 - i. Parking patrons must park within one space as designated by the yellow lines. Vehicles are not permitted to block entrances, exits, fire lanes or other parked cars. Violators may be

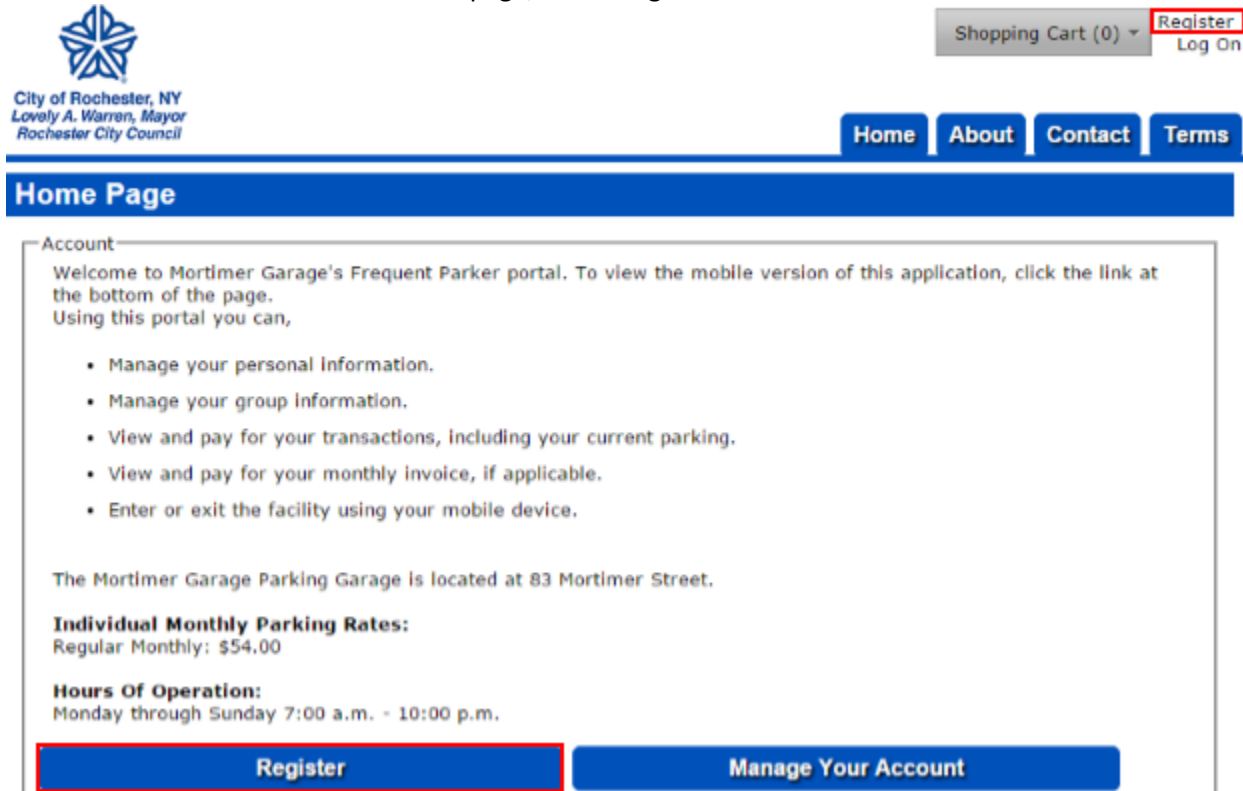
- issued a violation notice. Repeated occurrences may result in loss of monthly parking privileges.
- j. This Agreement is for the licensed use of a parking space and the Bureau of Parking is not responsible for any loss or damage to the vehicle caused by fire, theft, collision or any other cause to or damage to the vehicle or its contents.
 - k. **WARNING: VEHICLES SHOULD BE LOCKED, WHEN APPLICABLE, AND THE CONTENTS THEREOF SECURED IN THE TRUNK OR OTHER LOCKED STORAGE AREA OF THE VEHICLE.**

Creating a New Frequent Parker Account

Complete the following procedures and steps to create a new frequent parker account.

To create a frequent parker account:

1. On the Customer Portal Home page, select Register.



City of Rochester, NY
Lovely A. Warren, Mayor
Rochester City Council

Shopping Cart (0) [Register](#)
Log On

[Home](#) [About](#) [Contact](#) [Terms](#)

Home Page

Account

Welcome to Mortimer Garage's Frequent Parker portal. To view the mobile version of this application, click the link at the bottom of the page.
Using this portal you can,

- Manage your personal information.
- Manage your group information.
- View and pay for your transactions, including your current parking.
- View and pay for your monthly invoice, if applicable.
- Enter or exit the facility using your mobile device.

The Mortimer Garage Parking Garage is located at 83 Mortimer Street.

Individual Monthly Parking Rates:
Regular Monthly: \$54.00

Hours Of Operation:
Monday through Sunday 7:00 a.m. - 10:00 p.m.

[Register](#) [Manage Your Account](#)

2. Complete the following required fields.
- a. Input an email address and create a password. Input name, address, and vehicle information.

i. Password must be at least 8 characters in length, have at least 1 uppercase letter, have at least 1 lowercase letter, have at least 1 special character, and must have at least 1 number.

ii. Tip: If the vehicle year, make and model is not listed for your vehicle, select the closest model to complete registration, notify the [Bureau of Parking](#) of the error, and then [manually enter your vehicle information](#) after registration.

Register

Passwords are required to be a minimum of 8 characters in length.

Your email address

test@email.com

Confirm Email Address

test@email.com

Create a password

Confirm password

Name

First Name

Test

Last Name

Account

Address

Address 1

123 Main Streer

Address 2

Address Line 2

City

Rochester

State

NEW YORK

Zip Code

14614

Phone

585-555-5555

Vehicle

License Plate

COR1234

2016

Tag State

NEW YORK

Car Make

Chevrolet

Malibu

"By clicking 'Register' you agree to be bound by the Site Terms and Conditions."

Password Rules

- Password must be at least 8 characters in length.
- Password must have at least 1 uppercase letter.
- Password must have at least 1 lowercase letter.
- Password must have at least 1 special character.(`~!@#\$%^&*+=)
- Password must have at least 1 number.

Register

3. Select Register. The Welcome Parker screen will display, and the account will be successfully created.

Please Note by selecting Register, you are agreeing with the Terms and Conditions listed on the [Terms Page](#).

4. Upon creation of a new account, the Bureau of Parking will contact the parker using the contact information provided during registration, and will complete the application process. This will include determining when parking services and access will begin, and providing a parking pass to the customer for access in and out of the garage.

Modifying Profile Information

Complete the following procedures and steps to access or modify profile information including name, address, and phone number.

To modify profile information:

1. On the Welcome Parker screen, under Account Settings, select Profile. The Basic Info screen displays.

My Account

Account Settings

Profile

Corporate Info
Vehicle Info
Credit Card Info
Spot Reminder
Change Email or Password
Enter or Exit Lot
Account Transfer \ Register Card

Transactions

Transactions
Assign Entry Ticket
Assign Transaction

Invoices

Invoices
Make Payment

Order History

Orders

My Points

Point History

Coupons

Coupons

Basic Info

ID
14120635

Access Tags
FP0014120635

Expires
Saturday, October 17, 2015

Email Address
test@testing.com

First Name
Test

Last Name
Test

Address 1
185 Exchange St.

Address 2
Address Line 2

City
Rochester

State
NEW YORK

Zip Code
14614

Phone
5854286349

To change your email address or password, click [here](#)

Save

The following is a description of the fields available on the *Basic Info* screen.

Field	Description
ID	This is the frequent parker number associated to the parkers account. This will be used to track all transaction and account history in the system.
Access Tags	This reflects the printed barcode and hang tag number(s) assigned to the parking account. Barcodes and/or hang tags will be used to provide access in and out of the garage.
Expires	This reflect the account expiration date. A parker's expiration date will update monthly upon receipt of a parkers monthly payment.
Email Address	This is the email provided during registration. This is the email that will be used for any and all notifications and alerts. This can be modified on the Change Email or Password page.

First Name	This is the first name provided during registration. This field can be modified.
Last Name	This is the last name provided during registration. This field can be modified.
Address, City, State, Zip Code	This is the address information provided during registration. These fields can be modified.
Phone	This is the phone number provided during registration. This field can be modified.

2. Modify any necessary fields and select Save. The changes will be saved to the parking account.

Modifying Corporate Information

Complete the following procedures and steps to access or modify personal work information including company name, address, and phone number. The purpose of this page is to provide additional contact information to the account in the case that the primary profile information is not correct. All of the field in this section are optional.

To modify corporate information:

1. On the Welcome Parker screen, under Account Settings, select Corporate Info. The Corporate Info screen displays.

The screenshot shows a web interface for managing a parking account. On the left, a sidebar titled 'My Account' lists various settings: Account Settings, Profile, Corporate Info (highlighted with a red box), Vehicle Info, Credit Card Info, Spot Reminder, Change Email or Password, Enter or Exit Lot, and Account Transfer \ Register Card. Below this are sections for Transactions, Invoices, and Order History. The main content area is titled 'Corporate Info' and contains several input fields: Company Name, Address 1, Address 2, City, State (a dropdown menu with 'Please select state...' as the placeholder), Zip Code, and Phone. A blue 'Save' button is located at the bottom of the form.

The following is a description of the fields available on the *Corporate Info* screen.

Field	Description
Company Name	This optional field is used to list the parker's company name.
Address, City, State, Zip Code	This optional field is used to list the parker's company location.
Phone	This optional field is used to list the parker's work phone number.

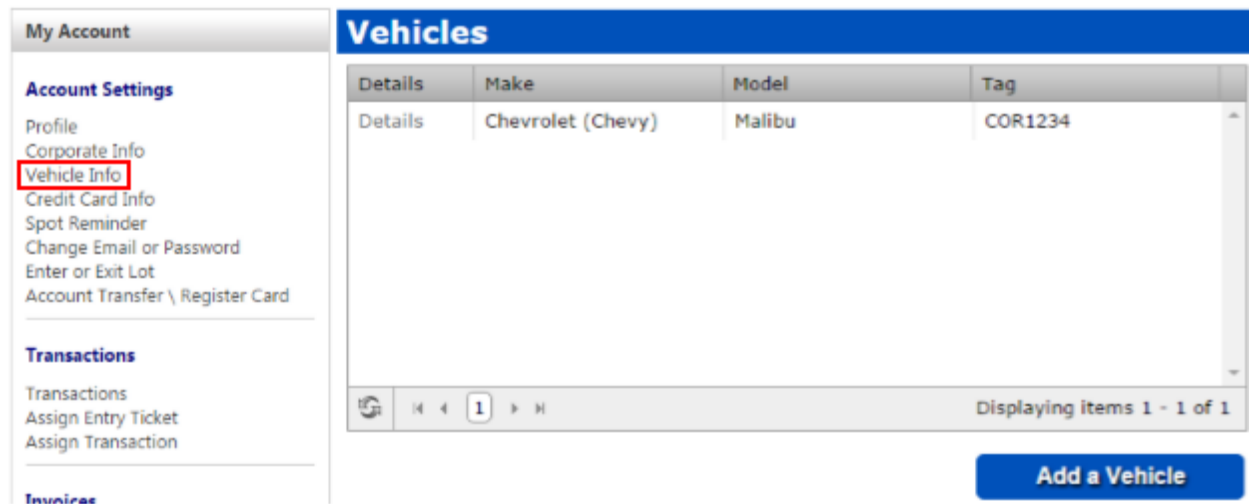
2. Modify any necessary fields and select Save. The changes will be saved to the parking account.

Modifying, Adding, or Removing Vehicle Information

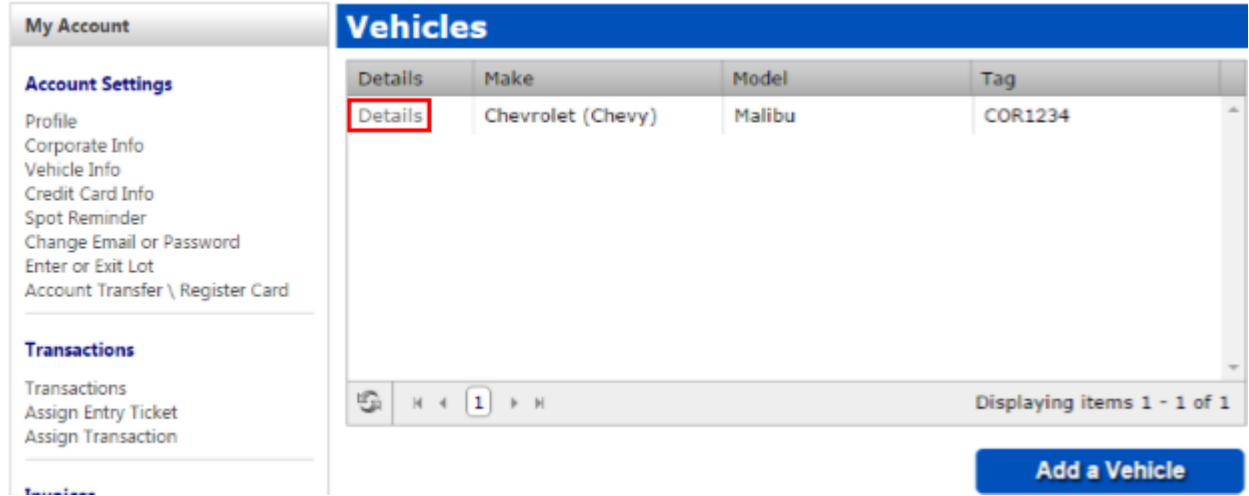
Complete the following procedures and steps to modify, add, and remove vehicle information.

To modify vehicle information:

1. On the Welcome Parker screen, under Account Settings, select Vehicle Info. The Vehicles screen displays.



2. To view current vehicle information, select Details. The Vehicle Info screen displays.



3. Modify any information necessary, and select Save. The information will be successfully updated.

My Account
Account Settings
Profile
Corporate Info
Vehicle Info
Credit Card Info
Spot Reminder
Change Email or Password
Enter or Exit Lot
Account Transfer \ Register Card
Transactions
Transactions
Assign Entry Ticket
Assign Transaction
Invoices
Invoices
Make Payment
Order History

Vehicle Info
Vehicle Tag
COR1234
Tag State
NEW YORK
Car Year
2016
Choose a make and model
Car Make
Chevrolet (Chevy)
Car Model
Malibu
Or enter your make and model if not in the above lists.
Save

To add a new vehicle:

1. On the Welcome Parker screen, under Account Settings, select Vehicle Info. The Vehicles screen displays.

My Account
Account Settings
Profile
Corporate Info
Vehicle Info
Credit Card Info
Spot Reminder
Change Email or Password
Enter or Exit Lot
Account Transfer \ Register Card
Transactions
Transactions
Assign Entry Ticket
Assign Transaction
Invoices

Vehicles

Details	Make	Model	Tag
Details	Chevrolet (Chevy)	Malibu	COR1234

Displaying items 1 - 1 of 1

Add a Vehicle

2. Select Add a Vehicle. The Vehicle Info Screen displays with blank fields.

My Account

Account Settings

Profile

Corporate Info

Vehicle Info

Credit Card Info

Spot Reminder

Change Email or Password

Enter or Exit Lot

Account Transfer \ Register Card

Transactions

Transactions

Assign Entry Ticket

Assign Transaction

Invoices

Vehicles

Details	Make	Model	Tag
Details	Chevrolet (Chevy)	Malibu	COR1234

Displaying items 1 - 1 of 1

Add a Vehicle

3. Enter Vehicle Tag (License Plate) number, Tag (License Plate) State, Car Year, Car Make, and Car Model.

My Account

Account Settings

Profile

Corporate Info

Vehicle Info

Credit Card Info

Spot Reminder

Change Email or Password

Enter or Exit Lot

Account Transfer \ Register Card

Transactions

Transactions

Assign Entry Ticket

Assign Transaction

Invoices

Invoices

Make Payment

Order History

Orders

Vehicle Info

Vehicle Tag

COR1234

Tag State

NEW YORK

Car Year

2016

Choose a make and model

Car Make

Ford

Car Model

F-150

Or enter your make and model if not in the above lists.

Save

4. If the vehicle is not listed on the dropdown menu, select the 'Or enter your make and model if not in the above lists' field. Enter the appropriate vehicle make and model information.

The screenshot shows a web interface with a sidebar on the left and a main content area on the right. The sidebar is titled 'My Account' and contains sections for 'Account Settings', 'Transactions', 'Invoices', and 'Order History'. The main content area is titled 'Vehicle Info' and contains fields for 'Vehicle Tag' (COR1234), 'Tag State' (NEW YORK), and 'Car Year' (2016). Below these fields is a dropdown menu labeled 'Choose a make and model'. The option 'Or enter your make and model if not in the above lists.' is selected and highlighted with a red box. Below this option are two text input fields: 'Car Make' (Ford) and 'Car Model' (F-150). A 'Save' button is located at the bottom of the form.

5. select Save. The information will be successfully updated.

This screenshot shows the same 'Vehicle Info' form as the previous one, but with the 'Save' button highlighted with a red box. The 'Car Make' and 'Car Model' fields are now dropdown menus with 'Ford' and 'F-150' selected, respectively. The 'Or enter your make and model if not in the above lists.' option is no longer selected.

To remove an existing vehicle:

1. On the Welcome Parker screen, under Account Settings, select Vehicle Info. The Vehicles screen displays.

My Account

Account Settings

Profile

Corporate Info

Vehicle Info

Credit Card Info

Spot Reminder

Change Email or Password

Enter or Exit Lot

Account Transfer \ Register Card

Transactions

Transactions

Assign Entry Ticket

Assign Transaction

Vehicles

Details	Make	Model	Tag
Details	Chevrolet (Chevy)	Malibu	COR1234
Details	Ford	F-150	COR1234

1

Displaying items 1 - 2 of 2

Add a Vehicle

2. To view current vehicle information, select Details for the specific vehicle. The Vehicle Info screen displays.

My Account

Account Settings

Profile

Corporate Info

Vehicle Info

Credit Card Info

Spot Reminder

Change Email or Password

Enter or Exit Lot

Account Transfer \ Register Card

Transactions

Transactions

Assign Entry Ticket

Assign Transaction

Vehicles

Details	Make	Model	Tag
Details	Chevrolet (Chevy)	Malibu	COR1234
Details	Ford	F-150	COR1234

1

Displaying items 1 - 2 of 2

Add a Vehicle

3. Select Remove Vehicle, and the system will remove the vehicle from the account.

My Account
Account Settings
Profile
Corporate Info
Vehicle Info
Credit Card Info
Spot Reminder
Change Email or Password
Enter or Exit Lot
Account Transfer \ Register Card
Transactions
Transactions
Assign Entry Ticket
Assign Transaction
Invoices
Invoices
Make Payment
Order History
Orders
My Points
Print History

Vehicle Info
Vehicle Tag
COR1234
Tag State
NEW YORK
Car Year
2016
▼ Choose a make and model
Car Make
Chevrolet (Chevy)
Car Model
Malibu
► Or enter your make and model if not in the above lists.
Save
Remove Vehicle

Adding, Modifying, or Removing Credit Card Information

Complete the following procedures and steps to add, modify, and remove credit card information to a parking account.

To add credit card information:

1. On the Welcome Parker screen, under Account Settings, select Credit Card Info. The Credit Card Info screen displays.

My Account

Account Settings

Profile

Corporate Info

Vehicle Info

Credit Card Info

Spot Reminder

Change Email or Password

Enter or Exit Lot

Account Transfer \ Register Card

Transactions

Transactions

Assign Entry Ticket

Assign Transaction

Invoices

Invoices

Make Payment

Order History

Orders

My Points

Credit Card Info

Card On File

☐ Card On File

*By checking this box, I hereby authorize this facility to initiate charges to the credit card listed below, and authorize the credit card institution to accept the amount of such charges to the credit card listed below.

Monthly Recurring

☐ Monthly Recurring

*By checking this box, I hereby authorize this facility to initiate charges to the credit card listed below on a monthly basis if I am a member of a monthly membership program. Otherwise, I shall be billed separately.

CC Type

Amex

CC Number

Exp Month

Month

Exp Year

Year

Remove Credit Card

*By clicking this button all your saved credit card information will be deleted from the system.

Save

The following is a description of the fields available on the *Credit Card Info* screen.

Field	Description
Card on File	By selecting this, a parker will be able to save a credit card to the account to use for future payment(s).
Monthly Recurring	By selecting this, a parker will be able to use the credit card on file to make automatic/recurring monthly payments. Without selecting this item, a parker will have to manually initiate parking payment each month.

2. Select the desired credit card settings (i.e. Card on File, Monthly Recurring) and enter the appropriate credit card information.

3. Select Save. The credit card information will be successfully saved to the account.

The screenshot shows the 'Credit Card Info' form. On the left is a sidebar with 'My Account' options: Account Settings (Profile, Corporate Info, Vehicle Info, Credit Card Info, Spot Reminder, Change Email or Password, Enter or Exit Lot, Account Transfer \ Register Card), Transactions (Transactions, Assign Entry Ticket, Assign Transaction), Invoices (Invoices, Make Payment), Order History (Orders), and My Points (Print History). The 'Credit Card Info' form has a blue header. It contains two sections: 'Card On File' with a checked checkbox and a text box, and 'Monthly Recurring' with a checked checkbox and a text box. Below these are fields for 'CC Type' (Visa), 'CC Number' (XXXX-XXXX-XXXX-XX), 'Exp Month' (01), and 'Exp Year' (2017). At the bottom is a 'Remove Credit Card' button and a 'Save' button, which is highlighted with a red box.

To modify credit card information:

1. On the Welcome Parker screen, under Account Settings, select Credit Card Info. The Credit Card Info screen displays.

This screenshot is identical to the previous one, showing the 'Credit Card Info' form. The difference is that in the 'My Account' sidebar, the 'Credit Card Info' option under 'Account Settings' is highlighted with a red box.

2. Modify the appropriate information.
3. Select Save. The credit card information will be successfully saved to the account.

My Account

Account Settings

Profile

Corporate Info

Vehicle Info

Credit Card Info

Spot Reminder

Change Email or Password

Enter or Exit Lot

Account Transfer \ Register Card

Transactions

Transactions

Assign Entry Ticket

Assign Transaction

Invoices

Invoices

Make Payment

Order History

Orders

My Points

Print History

Credit Card Info

Card On File

☒ Card On File

*By checking this box, I hereby authorize this facility to initiate charges to the credit card listed below, and authorize the credit card institution to accept the amount of such charges to the credit card listed below.

Monthly Recurring

☒ Monthly Recurring

*By checking this box, I hereby authorize this facility to initiate charges to the credit card listed below on a monthly basis if I am a member of a monthly membership program. Otherwise, I shall be billed separately.

CC Type

Visa

CC Number

XXXX-XXXX-XXXX-XX

Exp Month

01

Exp Year

2017

Remove Credit Card

*By clicking this button all your saved credit card information will be deleted from the system.

Save

To remove credit card information:

1. On the Welcome Parker screen, under Account Settings, select Credit Card Info. The Credit Card Info screen displays.

My Account

Account Settings

Profile

Corporate Info

Vehicle Info

Credit Card Info

Spot Reminder

Change Email or Password

Enter or Exit Lot

Account Transfer \ Register Card

Transactions

Transactions

Assign Entry Ticket

Assign Transaction

Invoices

Invoices

Make Payment

Order History

Orders

My Points

Print History

Credit Card Info

Card On File

☒ Card On File

*By checking this box, I hereby authorize this facility to initiate charges to the credit card listed below, and authorize the credit card institution to accept the amount of such charges to the credit card listed below.

Monthly Recurring

☒ Monthly Recurring

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CC Type

Visa

CC Number

XXXX-XXXX-XXXX-XX

Exp Month

01

Exp Year

2017

Remove Credit Card

*By clicking this button all your saved credit card information will be deleted from the system.

Save

2. Select Remove Credit Card. A dialogue box will appear verifying that you indeed want the card removed.

3. Select Ok. The Credit Card information will be successfully removed from the account.

Remembering Your Parking Spot

Use the following procedures to set a parking space (spot) reminder so a parker never forgets where they parked. The reminder is set manually by a parker after parking the vehicle, and can be accessed again once returning to the vehicle.

To set a spot reminder:

1. On the Welcome Parker screen, under Account Settings, select Spot Reminder. The Spot Reminder screen displays.

My Account

Account Settings

Profile

Corporate Info

Vehicle Info

Credit Card Info

Spot Reminder

Change Email or Password

Spot Reminder

You haven't saved any parking space in your account. You can submit one in field below:

Save

2. Enter a general description or a specific location of your parking space. Select Save.

My Account

Account Settings

Profile

Corporate Info

Vehicle Info

Credit Card Info

Spot Reminder

Change Email or Password

Spot Reminder

Your saved parking space is:

5th floor by stairwell

Save

3. If needed, before returning to your vehicle, log back into the Customer Portal and select Spot Reminder. The location saved location will appear.

Changing Email and Password Information

Use the following procedures to update the email and password information associated to the parking account.

To update email and password information:

1. On the Welcome Parker screen, under Account Settings, select Change Email or Password. The Change Email or Password screen displays.

My Account

Account Settings

- Profile
- Corporate Info
- Vehicle Info
- Credit Card Info
- Spot Reminder
- Change Email or Password**
- Enter or Exit Lot
- Account Transfer \ Register Card

Transactions

- Transactions
- Assign Entry Ticket
- Assign Transaction

Invoices

- Invoices
- Make Payment

Order History

- Orders

My Points

- Point History

Coupons

- Coupons

Change Password or Email

For your security, your current password is required to change either your email address or your password.

Current password

You can choose to update your email address, password or both.

Email Address

Please enter the new email address and re-type it below to confirm.

New email

Confirm new email

Password

New passwords are required to be a minimum of 8 characters in length.

New password

Confirm new password

Password Rules

- Password must be at least 8 characters in length.
- Password must have at least 1 uppercase letter.
- Password must have at least 1 lowercase letter.
- Password must have at least 1 special character. (` ~ ! @ # \$ % ^ & * + =)
- Password must have at least 1 number.

Save Changes

2. Enter the current password associated to the account, and then update the account with a new email address and/or a new password.
 - a. Be sure to use the 'Password Rules' when creating a new password, or the account will not update.

Password Rules

- Password must be at least 8 characters in length.
- Password must have at least 1 uppercase letter.
- Password must have at least 1 lowercase letter.
- Password must have at least 1 special character. (` ~ ! @ # \$ % ^ & * + =)
- Password must have at least 1 number.

3. Select Save Changes. The update will be applied to the account.

My Account

Account Settings

Profile

Corporate Info

Vehicle Info

Credit Card Info

Spot Reminder

Change Email or Password

Enter or Exit Lot

Account Transfer \ Register Card

Transactions

Transactions

Assign Entry Ticket

Assign Transaction

Invoices

Invoices

Make Payment

Order History

Orders

My Points

Point History

Coupons

Coupons

Change Password or Email

For your security, your current password is required to change either your email address or your password.

Current password

You can choose to update your email address, password or both.

Email Address

Please enter the new email address and re-type it below to confirm.

New email

Confirm new email

Password

New passwords are required to be a minimum of 8 characters in length.

New password


Confirm new password

Password Rules

- Password must be at least 8 characters in length.
- Password must have at least 1 uppercase letter.
- Password must have at least 1 lowercase letter.
- Password must have at least 1 special character.(' ~ ! @ # \$ % ^ & * + =)
- Password must have at least 1 number.

Save Changes

Accounts Receivable Business Process Procedure



Accessing a Barcode for Garage Entry/Exit

Use the following procedures to access the system generated barcode that can be used to enter and exit the garage.

To access the barcode for garage entrance/exit:

1. On the Welcome Parker screen, under Account Settings, select Enter or Exit Lot. The Enter or Exit Lot screen displays.



2. Print the barcode, or save the image of the barcode to your mobile device. This can be scanned at the entry and exit devices to enter or exit the parking garage.

Transferring Account Information

Use the following procedures to transfer account information to another Frequent Parker account. This procedure is only completed when the Bureau of Parking notifies a parker that a separate account has been created, and gives approval to transfer account information.

To transfer account information:

1. On the Welcome Parker screen, under Account Settings, select Account Transfer\Register Card. The Transfer Account\Register Card screen displays.

My Account

Account Settings

Profile

Corporate Info

Vehicle Info

Credit Card Info

Spot Reminder

Change Email or Password

Enter or Exit Lot

Account Transfer \ Register Card

Transactions

Transactions

Assign Entry Ticket

Assign Transaction

Invoices

Invoices

Make Payment

Order History

Orders

My Points

Point History

Coupons

Coupons

Transfer Account \ Register Card

Using this utility you can transfer all your existing settings and Items to a new account or a new card. This is a one-way process. Once the process completes, you will not be able to access the account you are currently logged in to.

Please be aware that the following items will be accessible from the new account:

- Transactions
- Invoices
- Parking or Event Purchases
- Entries
- Point History
- Coupons
- Group Membership
- Vehicle Info
- Credit Card Info
- Payments for any of the above items

The following steps are involved in this process:

- While the transfer is processing, you will be logged out of this site and will not be able to log back in.
- You will receive an email when the process completes.
- If the account you are transferring to has an email address, that will be used, otherwise the email address on this account will be used.
- The email will contain a link directing you to My Account.
- If the account you are transferring to has registered previously on this site, you will need to login using those credentials(email and password), if that account has not registered, the registration from this account will be transferred.

To begin the process, enter the new account number, or the new card number and click below.

Begin Process

2. Upon receiving notice of the new account number from the Bureau of Parking, enter the new Frequent Parker Account number into the space provided. Select Begin Process.

My Account

Account Settings

Profile
Corporate Info
Vehicle Info
Credit Card Info
Spot Reminder
Change Email or Password
Enter or Exit Lot
Account Transfer \ Register Card

Transactions

Transactions
Assign Entry Ticket
Assign Transaction

Invoices

Invoices
Make Payment

Order History

Orders

My Points

Point History

Coupons

Coupons

Transfer Account \ Register Card

Using this utility you can transfer all your existing settings and items to a new account or a new card. This is a one-way process. Once the process completes, you will not be able to access the account you are currently logged in to.

Please be aware that the following items will be accessible from the new account:

- Transactions
- Invoices
- Parking or Event Purchases
- Entries
- Point History
- Coupons
- Group Membership
- Vehicle Info
- Credit Card Info
- Payments for any of the above items

The following steps are involved in this process:

- While the transfer is processing, you will be logged out of this site and will not be able to log back in.
- You will receive an email when the process completes.
- If the account you are transferring to has an email address, that will be used, otherwise the email address on this account will be used.
- The email will contain a link directing you to My Account.
- If the account you are transferring to has registered previously on this site, you will need to login using those credentials(email and password), if that account has not registered, the registration from this account will be transferred.

To begin the process, enter the new account number, or the new card number and click below.

Begin Process

3. All information will be transferred to the new account successfully.

Viewing Daily Transaction Activity Information

Use the following procedures to view daily transaction information. A transaction is created in the system every time a parker enters and exits the garage. Typically, for parkers that pay a monthly fee, the transaction will have a \$0.00 balance.

To view daily transaction activity:

1. On the Welcome Parker screen, under Transactions, select Transactions. The Transactions screen displays.

My Account

Account Settings

Profile

Corporate Info

Vehicle Info

Credit Card Info

Spot Reminder

Change Email or Password

Enter or Exit Lot

Account Transfer \ Register Card

Transactions

Transactions

Assign Entry Ticket

Assign Transaction

Invoices

Invoices

Make Payment

Order History

Assign Transaction

Transaction Number

0

Pin

0

Assign

Transactions

Number	Entry	Exit	Total
269	9/17/2015 3:09:48 PM	9/17/2015 3:10:35 PM	\$0.00
268	9/17/2015 3:08:03 PM	9/17/2015 3:08:54 PM	\$0.00
267	9/17/2015 3:06:16 PM	9/17/2015 3:07:18 PM	\$0.00
266	9/17/2015 3:05:10 PM	9/17/2015 3:05:41 PM	\$0.00
265	9/17/2015 3:02:47 PM	9/17/2015 3:03:40 PM	\$0.00
264	9/17/2015 3:01:37 PM	9/17/2015 3:02:12 PM	\$0.00

- ***PLEASE NOTE*** The “Assign Transaction’ functionality is not used by the City of Rochester.
2. In the Transaction section, the transaction number, entry time, exit time, and parking total are visible. To view specific transaction activity, select the specific Transaction Number. The Transaction Number screen displays.

My Account

Account Settings

Profile

Corporate Info

Vehicle Info

Credit Card Info

Spot Reminder

Change Email or Password

Enter or Exit Lot

Account Transfer \ Register Card

Transactions

Transactions

Assign Entry Ticket

Assign Transaction

Transaction Number 245

Transaction 245

Print Receipt

IN: 09/14/2015 04:42 PM

OUT: 09/14/2015 04:46 PM

Parked Days: 0d 0h 3m

Points Earned: 0

Points Used: 0

Type of Parking: Transient

FOP:

Base Rate: \$0.00

Parker Number: 14108224

Cashier: Division Exit

Parker: Test Test

Parking Coupon: --NONE--

Sub Total: \$0.00

Tax: \$0.00

Total Amount: \$0.00

The following is a description of the fields available on the *Transaction Number* screen.

Field	Description
IN	The time a parker entered the parking garage.
OUT	The time a parker exited the parking garage.
Parked Days	The total duration of time spent in the parking garage.
Points Earned	At this time, Points are not utilized by the City of Rochester.
Points Used	At this time, Points are not utilized by the City of Rochester.
Base Rate	Parking Rate to be charged to the parker upon exit.
Type of Parking	The type of parking will be listed either as Transient or Monthly parking. Transient parking is in a parking garage open to the general public. Monthly parking is in a parking garage only accessible to monthly parkers. Most parking types will be listed as transient.
Cashier	This indicates the device the parker exited the parking garage.
Parker Number	The Frequent Parker number associated to the account.
Parker	The Frequent Parker name associated to the account.
Parking Coupon	At this time, Coupons are not utilized by the City of Rochester.

3. To print a receipt, select 'Print Receipt', and a copy of the receipt will display.

My Account
Account Settings
Profile
Corporate Info
Vehicle Info
Credit Card Info
Spot Reminder
Change Email or Password
Enter or Exit Lot
Account Transfer \ Register Card

Transaction Number 245

Transaction 245

Print Receipt

IN: 09/14/2015 04:42 PM OUT: 09/14/2015 04:46 PM
Parked Days: 0d 0h 3m Points Earned: 0 Points Used: 0
Base Rate: \$0.00
Type of Parking: Transient FOP: Cashier: Division Exit
Parker Number: 14108224 Parker: Test Test
Parking Coupon: --NONE--
Sub Total: \$0.00 Tax: \$0.00 Total Amount: \$0.00

Viewing Monthly Invoice Information

Use the following procedures to view monthly invoice(s), identify due date, parking period and invoice status.

To view monthly invoices:

1. On the Welcome Parker screen, under Invoices, select Invoices. The Invoices screen displays.

My Account

Account Settings

Profile

Corporate Info

Vehicle Info

Credit Card Info

Spot Reminder

Change Email or Password

Enter or Exit Lot

Account Transfer \ Register Card

Transactions

Transactions

Assign Entry Ticket

Assign Transaction

Invoices

Invoices

Make Payment

Current Balance

You currently have an outstanding balance of \$54.00.

Your next invoice with a balance is due in 24 day(s)

To make a payment, please [click here](#)

Invoices

To see voided invoices click the filter above "Status", choose "is equal to" and select "voided".

Invoice #	Due Date	Month	Year	Total	Status
158	10/31/2015 12:00:00 AM	11	2015	\$54.00	Active
18	9/30/2015 12:00:00 AM	10	2015	\$10.00	Paid

1

Displaying Items 1 - 2 of 2

The following is a description of the fields available on the *Transaction Number* screen.

Field	Description
Invoice #	This is the system generated number attached to the monthly parking invoice. Selecting the hyperlink will allow you to view the invoice in more detail.
Due Date	Date that payment is due on the invoice before the parking account is marked as delinquent and expired.
Month/Year	The billable month and year of parking service. The City of Rochester bills for the next month's parking during the current month.
Total	Balance due on the invoice.
Status	Active – Payment has not been made on the invoice. Balance still due. Paid – Payment has been made on the invoice. Voided – The invoice has been voided. Payment can no longer be made on the invoice.

2. To view the invoice, select the Invoice # link.

The screenshot shows a web interface for a parking account. On the left is a sidebar with 'My Account' and links for 'Account Settings' (Profile, Corporate Info, Vehicle Info, Credit Card Info, Spot Reminder, Change Email or Password, Enter or Exit Lot, Account Transfer \ Register Card), 'Transactions' (Transactions, Assign Entry Ticket, Assign Transaction), and 'Invoices' (Invoices, Make Payment). The main content area has a blue header for 'Current Balance' with text stating an outstanding balance of \$54.00 and a next invoice due in 24 days, with a 'click here' button. Below this is another blue header for 'Invoices' with a note about voided invoices. A table lists two invoices: Invoice # 158 (Active, \$54.00, due 10/31/2015) and Invoice # 18 (Paid, \$10.00, due 9/30/2015). The number 158 is highlighted with a red box. The table has columns for Invoice #, Due Date, Month, Year, Total, and Status. At the bottom, it says 'Displaying Items 1 - 2 of 2'.

Invoice #	Due Date	Month	Year	Total	Status
158	10/31/2015 12:00:00 AM	11	2015	\$54.00	Active
18	9/30/2015 12:00:00 AM	10	2015	\$10.00	Paid

3. The Invoice Number screen displays.
- The invoice total, billable month/year, issue date, and due date appear.

My Account

Account Settings

Profile

Corporate Info

Vehicle Info

Credit Card Info

Spot Reminder

Change Email or Password

Enter or Exit Lot

Account Transfer \ Register Card

Transactions

Transactions

Assign Entry Ticket

Assign Transaction

Invoices

Invoices

Make Payment

Order History

Orders

My Points

Point History

Coupons

Coupons

Invoice Number 158

Print Receipt

Frequent Parker

Name

Test Test

Group

Monthly Individual

Payment Information

Product Price Total

\$0.00

Invoice Sub Total

\$54.00

Tax Total

\$0.00

Total

\$54.00

You haven't paid this invoice, you can

Make Payment

 now

Invoice Dates

this invoice is for

11/2015

Issued on

10/1/2015 12:00:00 AM

Due date

10/31/2015 12:00:00 AM

Product	Note	Amount	Tax
	November Parking	\$54.00	\$0.00

1

Displaying items 1 - 1 of 1

4. To make a payment, select Make Payment, and then follow from Step 2 in [How To – Pay a Monthly Invoice](#).

My Account

Account Settings

Profile

Corporate Info

Vehicle Info

Credit Card Info

Spot Reminder

Change Email or Password

Enter or Exit Lot

Account Transfer \ Register Card

Transactions

Transactions

Assign Entry Ticket

Assign Transaction

Invoice Number 158

Print Receipt

Frequent Parker

Name

Test Test

Group

Monthly Individual

Payment Information

Product Price Total

\$0.00

Invoice Sub Total

\$54.00

Tax Total

\$0.00

Total


\$54.00

You haven't paid this invoice, you can

Make Payment

 now

Accounts Receivable Business Process Procedure



Paying a Monthly Invoice

Use the following procedures to make a payment on monthly invoice(s).

To make a payment on monthly invoice(s):

1. On the Welcome Parker screen, under Invoices, select Make Payment. The Make Payment screen displays.

The screenshot shows the 'Make Payment' screen. On the left, under the 'Invoices' section, the 'Make Payment' link is highlighted with a red box. The main form area has a blue header 'Make Payment'. It contains the following fields: 'Group Name' (Monthly Individual), 'Select Invoice' (dropdown), 'Total Outstanding Amount Due' (\$54.00), 'Invoice Amount Due' (0.00), and 'Payment Amount' (0). Below these is a 'Payment Method' dropdown set to 'Card on File', and a section for card details including 'Name On Card', 'CC Type' (Amex), 'CC Number', 'Exp Month' (Month), and 'Exp Year' (Year). A message states: 'Your payment will be applied to your oldest open invoice. If there is a remainder leftover it will be applied to the next oldest invoice and so on until the full payment is applied.' A 'Submit' button is at the bottom.

2. From the Select Invoice dropdown menu, select the invoice to be paid. The Invoice Amount Due and Payment Amount will automatically update.

This screenshot shows the 'Make Payment' screen after an invoice has been selected. The 'Select Invoice' dropdown now shows 'Nov/2015 - \$54.00', which is highlighted with a red box. The 'Total Outstanding Amount Due' field now displays 'Nov/2015 - \$54.00'. The 'Invoice Amount Due' remains at 0.00, and the 'Payment Amount' remains at 0. The rest of the form, including the card payment details and the 'Submit' button, remains the same as in the previous screenshot.

3. If not intending to pay the full amount of the invoice, edit the Payment Amount to reflect the desired payment amount.

4. Select the payment method, either Card on File (previously saved using the [How To – Add, Modify, or Remove Credit Card Information](#)) or New Card.
- a. If using a New Card, enter the Name on Card, CC Type, CC Number, and Expiration information.
5. Select Submit. Payment will successfully process and post to the parker account.

My Account

Account Settings

Profile

Corporate Info

Vehicle Info

Credit Card Info

Spot Reminder

Change Email or Password

Enter or Exit Lot

Account Transfer \ Register Card

Transactions

Transactions

Assign Entry Ticket

Assign Transaction

Invoices

Invoices

Make Payment

Make Payment

Group Name: Monthly Individual

Select Invoice: Nov/2015 - \$54.00

Total Outstanding Amount Due: \$54.00

Invoice Amount Due: 54.00

Payment Amount: 54.00

Payment Method New Card

Name On Card Test Test

CC Type Visa

CC Number XXXX-XXXX-XXXX-XX

Exp Month 01

Exp Year 2017

Your payment will be applied to your oldest open invoice. If there is a remainder leftover it will be applied to the next oldest invoice and so on until the full payment is applied.

Submit